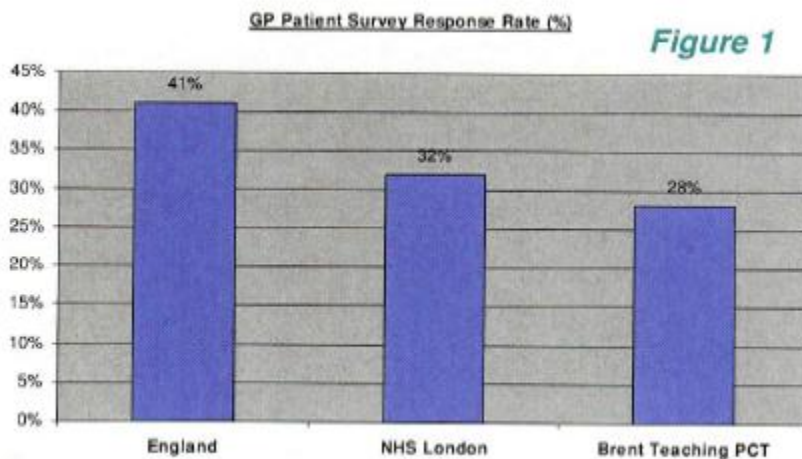


**Access: Patient Satisfaction 2007/2008**

**Introduction:**

The National Patient Satisfaction Survey was undertaken again in 2007/2008. The survey was managed by IPSOS MORI and results have been provided to PCT's across England. This report is intended to provide an overview of the results for NHS Brent and highlight the actions that are being undertaken.

A total of 54,394 survey forms were distributed in Brent in 2007/08 resulting in a response rate of 29%. The graph below shows the response rate in Brent compared to the rest of London and across England. The response rate in 2007/2008 is lower than that in 2006/2007 by 2%.

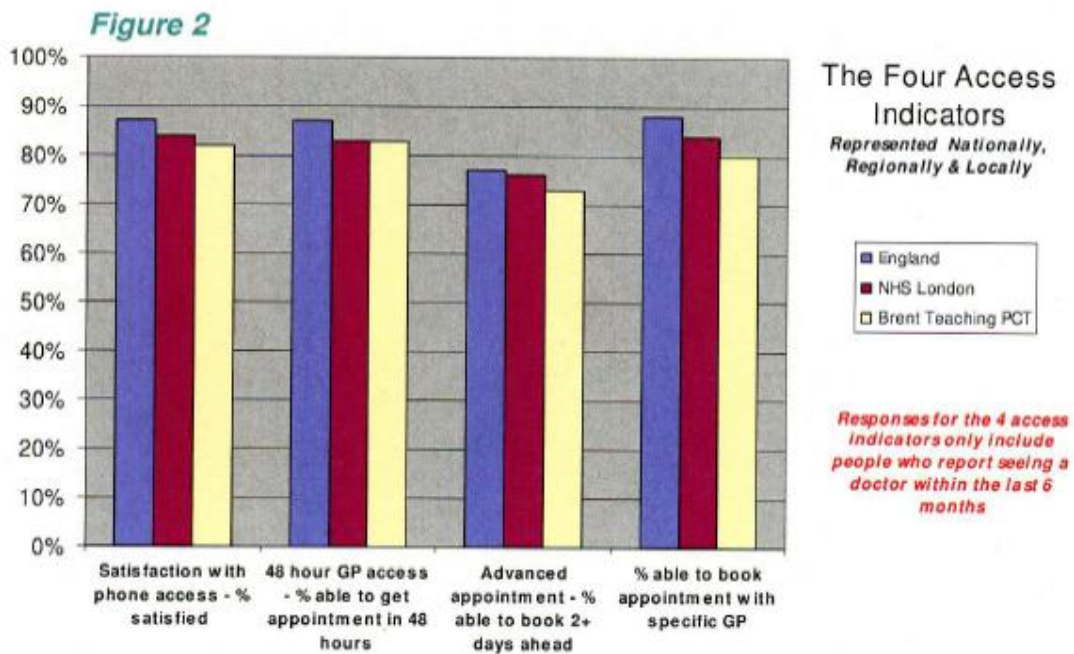


**Survey Results 2007 / 2008**

The survey measured satisfaction against a number of indicators. The four main indicators were:

- Telephone Access
- 48 Hour Access to GP
- Advance Booking
- Appointment with Specific GP

The graph below shows the satisfaction level achieved across NHS Brent in 2007/2008 and compares it to London and England.



The graph shows that NHS Brent is below the satisfaction level for England and for three out of the four indicators is below the satisfaction level for London.

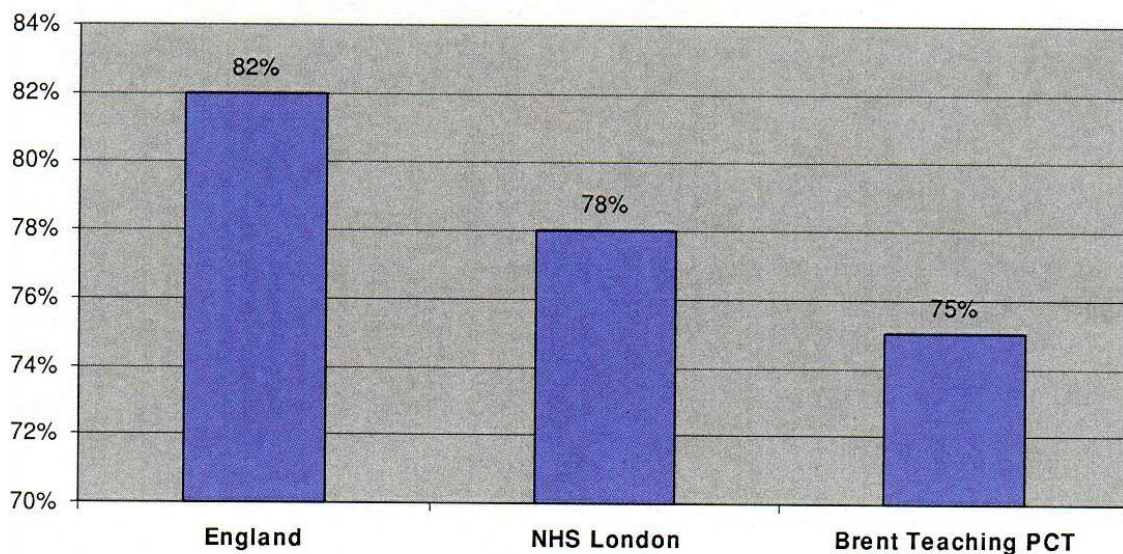
The table below compares the average satisfaction level across Brent in 2007/2008 against that of 2006/2007.

Area	Brent Result 06/07	Brent Result 07/08
Telephone Access	81%	83%
48 Hour Access to GP	83%	82%

Advance Booking	71%	74%
Appointment with Specific GP	82%	80%

The questionnaire also asked respondents to rate their satisfaction levels with the opening times of practices. The graph below shows the satisfaction with opening times in Brent compared to the rest of London and England.

**% Satisfied with Opening Hours**



Respondents were asked why they were dissatisfied with their practice opening times. The graph below shows the reasons.

- 40% Not open on a Saturday
- 2% Not open on a Sunday
- 8% Other reasons
- 8% Not open early enough in the morning
- 12% Not open enough on around lunch time
- 30% Not open late enough in the evening.

## NHS Brent Action Plan:

Action	Timescale
Undertake detailed analysis of results by practice.	By August
Action plan to be requested by any practice scoring lower than 2006/2007 or achieving less than the minimum threshold on any of the main four indicators.	End September
Identify worst performing practices based on complaints received regarding access, PCAS Performance and satisfaction achieved in 2006/2007 and 2007/2008 and support these practices through demand and capacity audits to provide them with the information to make changes to the service they provide.	End October
Consider using the Improvement Foundation for a Rapid Improvement Event or Diagnostic Days in practice	October
Gain and share good practice examples from practices who have achieved the maximum thresholds in the four indicators.	October
Design an Extended Hours LES	By end of August
Commission Extended Hours services	September onwards
Public awareness raising of the survey in 2008/2009 with the aim of increasing the response rate.	In run up to questionnaires being distributed

Working with practices to showcase changes they have made that result in an improved service to their patient populations.	December/January
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